

INFLUENCE OF ELECTRONIC JOURNALS AND USERS' SATISFACTION ON JOB PRODUCTIVITY OF ACADEMIC STAFF OF SELECTED FEDERAL POLYTECHNICS IN NORTH-CENTRAL, NIGERIA

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Abstract

This study investigated influence of electronic journals and users' satisfaction on job productivity of academic staff of selected Federal Polytechnics in North-Central, Nigeria. The study was guided by the objectives: challenges facing the use of electronic journals as a factor on job productivity of academic staff in selected Federal Polytechnics in North Central, Nigeria and impact of institutional selected policies on job productivity of academic staff in selected Federal Polytechnics in North-Central, Nigeria. A correlation descriptive survey research design method was adopted for the study with a total population of 2,540 which comprised academic staff in four (4) Federal Polytechnics in North-Central, Nigeria namely: Federal polytechnic Bida, Federal polytechnic Nassarawa, Federal polytechnic Idah and Federal Polytechnic, Offa. The study adopted proportionate sampling technique. The sample size was determined using Krejcie and Morgans' (1970) Table for determining sample table. The data collected was analysed using descriptive statistics such as frequency counts, mean, standard deviation and Person Product Moment Correlation (PPMC). The study concluded that the use of electronic information resources support academic staff to complete their jobs without errors and on time and that factors such as inadequate fund, inadequate facilities, and lack of technical know-how, erratic power supply, unstable Internet access and low bandwidth were seen as factors affecting the provision of electronic journals and user satisfaction of academic staff towards their job productivity.

Keyword: Electronic Journal, User Satisfaction, Job Productivity, Academic Staff

Introduction

Polytechnics are basically established with a core mandate to provide enabling environment for the provision of technical knowledge. This is expressed in academic learning and research activities. Productivity describes various measures of the efficiency of production. Often, a productivity measure is expressed as the ratio of an aggregate output to a single input or an aggregate input used in a production process, that is, output per unit of input, typically over a specific period of time. Most common example is the (aggregate) Labour productivity measure, such as GDP (Gross Domestic Product) per worker. There are many different definitions of productivity (including those that are not defined as ratios of output to input) and the choice among them depends on the purpose of the productivity measurement and/or data availability. Indeed, research productivity has become essential for university success and academic's

employment and promotion prospects for academic staff including librarians (Okiki and Asiru, 2011).

Research productivity plays a central role in higher education institution development. Research productivity helps improve teaching quality as there exists a strong nexus between teaching and research effectiveness (Desselle, Andrews, Lui and Raja, 2018). At the same time, research productivity helps develop knowledge and shape higher education institutions' reputation and brand names. Productivity in academic environment is a means by which faculty members contribute and measure their own knowledge to the existing body of knowledge (Sudhier and Abhila, 2011).

Tertiary institutions are types of institution geared towards manpower development, research output and economy development of the nation (Ibidapo-Obe, 2012). Thus, is dedicated to providing academic, staff, and students with an environment and infrastructure that help them develop potentials for scholarship, creative work, professional realization, and services that culminate in its objectives of building a total man (Obayan, Awonuga and Ekeayanwu, 2012). In tertiary institution, academic staff are solely responsible for activities such as teaching and research, teaching and scholarship or research and innovation which represent their career pathways (Kulno, 2016). Academic staff are adept scholars thus very knowledgeable in their subject areas, hard personality attributes that promote rapport with students. In this way, academic staff members generate knowledge and information classified and packaged into different mediums for onward dissemination (Kamla, 2011), Madu (2012).

Academic productivity is a means by which faculty members contribute and measure their own knowledge to the existing body of knowledge. Publication productivity for instance is expressed by the number of papers published by a selected unit in a given time (Sudhier and Abhila, 2011). A well-known research productivity indicator is the number of publications produced by an academic staff within a given time (Iqbal and Mahmood, 2011). Access to electronic journal is a requisite to quality research output by academic staff in polytechnic in North Central Nigeria.

Electronic Journal (E-journal) is among electronic information resources that have become popular and "must use" among academic staff and research scholars due to their ability to report research findings timelier and allow remote access without geographical limitations. Academic staff members are motivated to engage in publication for various reasons.

Job satisfaction by academic staff can be seen as the collection of feelings, beliefs, and thoughts about how a person responds to his work. Tella, Ayeni and Popoola, (2015) asserted that job satisfaction is a collection of employees' feelings towards their work, whether they like / dislike, as a result of employee interactions with the work environment or as a perception of mental attitude, as well as the results of employee evaluations of their work. Academic staff feelings about work reflect their attitudes and behaviour at work. Job satisfaction of academic staff may be affected by the environment, inadequate access to needed resources and infrastructure, thereby affecting the research productivity.

However, different studies have shown that job productivity of academic staff in terms of research output is low compared to the expectation, which may due to paucity of electronic journals, inadequate bandwidth, inadequate scholarly databases, inadequate information literacy skill, lack of motivation, job policies, lack of job satisfaction thereby influence their job productivity (Izuagbe, Hamzat and Joseph, 2016; Ikonne, 2015; Tella and Ibinaiye, 2020). It is against the aforementioned that this study is investigating influence of electronic journals and users satisfaction on job productivity of academic staff in selected Federal Polytechnics in North-Central, Nigeria.

Problem Statement

Despite the basic mandate establishing Polytechnics aimed at promoting vocational education, technology transfer and skills development to enhance the socio-economic development of the country. Federal polytechnics in the 21st century are spending huge sums of money to subscribe and purchase electronic information resources in order to meet the information needs of academic staff of their institutions. Having being funded by the Government budgetary allocations and interventions, award from donors and international bodies, which in turn is expected to affect the acquisition of information resources, remuneration of staff and creating an enabling environment for the academic staff thereby contributing to their job productivity, most polytechnic libraries do not subscribe to journals from commercial publishers due to financial constraints. Thus, the quality of academic and job productivity of academic staff is greatly dependent on availability of fund and facilities/resources provided to support such activities.

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It is against the aforementioned that this study is investigating the influence of electronic journals and user satisfaction on job productivity of academic staff in selected Federal Polytechnics in North-Central State, Nigeria.

Study Objectives

The objectives of the study were to determine:

1. The challenges facing the use of electronic journals as a factor on job productivity of academic staff in selected Federal Polytechnics in North Central State, Nigeria.
2. The impact of institutional selected policies on job productivity of academic staff in selected Federal polytechnics in North-Central State, Nigeria.

Literature Review

While the use of electronic resources by students in both developed and developing countries is well-recognized, earlier studies and recent research however reveal that electronic information resources are underutilized in many universities because of various reasons. Megameno-Ndinoshiho (2010) found that many electronic resources were substantially underutilized by undergraduate nursing students at the University of Namibia's Northern Campus. The main barriers identified were the shortage of computers, unreliable internet connections and lack of skills.

According to the study conducted at the Redeemer's University Library, Mowe, Nigeria to examine the usage of electronic resources by undergraduate students, it reveals that the use of electronic resources has tremendous impact on the academic performances of the undergraduate students of Redeemer University; however, there is need for them to acquire more skills in the use of electronic resources. Among the problems cited were not sufficiently familiar with electronic resources, unavailability of materials that the students wanted to use, technical problems and difficulty to read from the screen among other things, (Adeniran, 2013). One of the findings of the study that was done at Catalan Academic Libraries, Librarians stated that most of the complaints they received from users on the use of electronic resources were to do with platform breakdowns, difficulties in accessing resources off-campus, and discontinued resources.

Some persistent challenges, namely bandwidth and funding, continue to affect e-resources usage. The high cost of bandwidth remains a major challenge that still hampers the full utilization of e-resources and when users do literature searches and/or try to download articles but find the internet slow, some of them give up, and this affects usage.

Greenberg and Bar-Ilan (2017) conducted a survey of the user community in virtual libraries. Most of the participants who were undergraduate students considered themselves as less than competent at performing complex searches, and their collaborative information seeking activities were centered on academic tasks such as assignments and group projects. Boolean logic and truncation are techniques which can enhance information seekers to access electronic information resources; however, many users may not possess the technical know-how on the usage of Boolean logic. Lack of printing facilities, terminals and trained staff may also discourage users from accessing the electronic information services. According to Okiki (2012), substantial barriers to electronic resources access and use include a lack of research culture.

Each technological development in library electronic resources during the 20th century was intended to make access to resources more direct, convenient, and timely for the user. The implementation of electronic resources made the library a growing organism as libraries adapted processes and reorganized staff repeatedly to accommodate the changes inherent in the use of constantly changing technology.

Constraints to use of electronic resources on law-by-law lecturers were identified. These constraints were identified by the respondents and, the law librarians during the interview sessions. These constraints in ranked order are absence of sufficient training programme; non-

availability of desired electronic resources within the universities. Further, low level of local contents in the electronic information resources; poor ICT skills on the part of law lecturers lack of time due to tight academic and job schedule, lack of publicity on the contents of the available electronic resources by the universities or libraries. Also, unorganised nature and proliferation of electronic resources on law, paucity of workstations to access electronic resources in the universities and, irrelevance of contents of electronic resources to local academic needs. Bhardwaj and Madhusudan (2013) identified the followings as constraints to use of electronic resources: Lack of proper arrangement of legal information resources, poor description on legal information sources, lack of online help, poor website design, too many login requirements, lack of expertise in using the databases, lack of printing provision, and confusing search screens. Its effective use is hampered by several factors including low bandwidth, few internet access points, and lack of skills.

According to International Federation of Library Associations and Institutions (IFLA, 2012), "Electronic resources" refer to those materials that require computer access, whether through a personal computer, mainframe, or handheld mobile device. They may either be accessed remotely via the Internet or locally. Some of the most frequently encountered types are: E-journals, E-books, Full-text (aggregated) databases, indexing and abstracting databases, Reference databases (biographies, dictionaries, directories, encyclopaedias, etc.), Numeric and statistical databases, E-images, E-audio/visual resources (Johnson, Evensen, Gelfand, Lammers, Sipe and Zilper 2012). In support of the above definition "electronic resource" is defined as any work encoded and made available for access through the use of a computer. It includes electronic data available by remote access and direct access (fixed media). In other words: remote access (electronic resources) refers to the use of electronic resources via computer networks. Direct Access (electronic resources) refers to the use of electronic resources via carriers (discs/disks, cassettes, cartridges) designed to be inserted into a computerized device or its auxiliary equipment.

User satisfaction and optimization of resources have become important areas for libraries to maintain awareness of. Many libraries especially the academic libraries are focusing on evaluation of the users' needs and their satisfaction with their services. User surveys can provide useful perceptions of service quality in libraries. While the majority of previous user satisfaction studies have focused on industrial and organizational settings, there is much less literature on user satisfaction levels of academic faculty members. According to Kiseleva, Williams, Jiang, Hassan Awadallah, Crook, Zitouni and Anastasakos, (2016) this area has not received attention because a high level of user satisfaction generally has been presumed to exist in a formal setting. Several demographics, institutional, and personal factors have been shown to impact user satisfaction levels for faculty members. A large number of researchers have used a combination of variables such as gender, ethnicity, job achievement, nature of work, salary, collegial relationships, and rank and tenure to study their impact on faculty user satisfaction.

Control variables: We include a variety of control variables in our exploration of the relationship between gender, discipline and faculty satisfaction. In this section, we give a brief overview of some literature that has explored the importance of these control variables for studying faculty job satisfaction. We classify these variables into four main categories: (1) demographic, (2) institutional, (3) career, and (4) productivity.

Demographic Variables: Some scholars have found that faculty of colour and female faculty members encounter more barriers while advancing up the academic ladder (Sivathaasan, 2013). User satisfaction can be affected marital status, gender, and work experience of the employee. Marital status and children can also impact faculty satisfaction. The results of studies that explore the relationship between marriage and faculty job satisfaction have yielded mixed results. On the one hand, marriage has been shown to increase satisfaction levels for faculty members (Sivathaasan, 2013). Yet, some studies have shown that marriage can have a negative impact on faculty job satisfaction (Kiseleva, Williams, Jiang, Hassan, Crook, Zitouni and Anastasakos, 2016). Additionally, the presence of children in the household has been found to impact job satisfaction.

Institutional Variables: Another key factor in faculty career satisfaction is the nature of the work itself – i.e., the proportion of time spent conducting research and teaching (Hossain and Md-Anwarul, 2012). Teaching and conducting research are often the supporting pillars in a faculty member's work life. A study conducted by Anjum, Ming, Siddiqi and Rasool, (2018) found that faculty members who expressed greater satisfaction with teaching are less likely to receive support and recognition from their peers in their department. Shamaki (2015) reached a similar conclusion when she found that faculty members who spend a greater percentage of time on teaching (and less time on research) express greater dissatisfaction with their work. The study also concluded that faculty members that expressed greater satisfaction with research were more likely to attain tenure and had significantly greater support from their peers. Shamaki (2015) found that faculty members in the natural/physical sciences and engineering were more likely to spend time conducting research than teaching.

Productivity Variables: In particular, several researchers have found that increased time spent on research positively impacts faculty productivity and satisfaction (Böckerman & Ilmakunnas, 2012). The impact of scholarly productivity on faculty user satisfaction is a topic that is disputable. Often previous studies have used proxies for faculty productivity (e.g., the number of journal/book publications or time spent on research) as predictors of faculty satisfaction levels (Ilham, Priyono and Syafi, 2015). Some scholars suggest that satisfaction with work is a predictor of faculty productivity (Reback, Rockoff and Schwartz, 2014), while others believe that the reverse relationship is more descriptive. Job productivity has been described as, the assessment of whether an employee has done their job well (Sivathaasan, 2013). Job productivity is an evaluation of individual effort. Job productivity is an important factor in a company's success. Employee productivity is of high importance for companies and employees alike. High- performing individuals achieve a sense of satisfaction, self-efficacy and mastery

from executing their tasks well. Companies are inclined to recognize, promote, honour and award these high performers. The latter also tend to be presented with more career opportunities than low or moderate performing individuals.

Research Methodology

The study adopted correlation descriptive survey research design method with a total population 2,540, which comprised academic staff in four (4) Federal Polytechnics in North-Central, Nigeria namely: Federal Polytechnic Bida, Federal Polytechnic Nassarawa, Federal Polytechnic Idah and Federal Polytechnic, Offa. A proportionate sampling technique sample size was adopted using Krejcie and Morgans' (1970) Table for determining sample table with a sample size of 333 across the study area. Questionnaire was used for data collection. The data collected was analysed using descriptive statistics such as frequency counts, mean, standard deviation and Person Product Moment Correlation (PPMC).

Table 1.0: Challenges Facing the Availability of Electronic Journals on Job Productivity of Academic Staff

S/N	Challenges	SA	A	D	SD	N	FX	\bar{x}	STD	Decision
		4	3	2	1	326				
1	Inadequate fund	124	104	46	52	326	952	2.92	0.42	Agreed
2	Inadequate facilities	117	96	65	48	326	934	2.87	0.37	Agreed
3	Lack of technical know-how manpower	110	112	69	35	326	949	2.91	0.41	Agreed
4	Erratic power supply	115	110	79	22	326	970	2.98	0.48	Agreed
5	Unstable Internet access	99	112	66	49	326	913	2.80	0.30	Agreed
6	Low bandwidth	103	109	82	32	326	935	2.87	0.37	Agreed
7	Institutional policies	117	110	68	31	326	965	2.96	0.46	Agreed
8	Publishers policies	69	85	72	100	326	775	2.38	0.12	Disagreed

Key: Strongly Agreed (SA), Agreed (A), Disagreed (D), Strongly Disagreed (SD)

The result from Table 1.0 shows that erratic power supply, institutional policies, inadequate fund, lack of technical know-how manpower, inadequate facilities, low bandwidth and unstable Internet access produced high mean scores which were above the average benchmark of 2.50. On the other hand, publishers policies only produced low mean score below the benchmark.

Table 1.1: Impact of Institutional Policies on Job Productivity

S/N	Statement	SA	A	D	SD	N	FX	X	STD	Decision
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		4	3	2	1	326				
1	Job security contribute to my job productivity	96	107	77	46	326	905	2.77	0.27	Agreed
2	Career advancement contribute to my job productivity	99	102	72	53	326	899	2.76	0.26	Agreed
3	Level of responsibility contribute to my job productivity	101	98	85	72	326	940	2.88	0.38	Agreed
4	Remuneration impacts my job productivity	91	104	98	33	326	905	2.78	0.28	Agreed
5	Contribution to society impacts my job productivity	57	86	113	70	326	782	2.39	0.11	Disagreed
6	Intellectual challenge affects my job productivity	108	118	67	33	326	953	2.92	0.42	Agreed
7	Location of office does not affect my job productivity	72	81	97	76	326	801	2.46	0.04	Disagreed
8	Supplementary benefits like seasonal allowances influence my job productivity	138	104	51	33	326	999	3.06	0.56	Agreed

Key: Strongly Agreed (SA), Agreed (A), Disagreed (D), Strongly Disagreed (SD)

The result from Table 1.1 shows that eight items were listed for librarians to respond on the impact of institutional policies on their job productivity. Supplementary benefits like seasonal allowances influence my job productivity, intellectual challenge affects my job productivity, level of responsibility contribute, job security contribute to my job productivity, remuneration impacts my job productivity, and career advancement contribute to my job productivity produced high mean scores which were above the average benchmark of 2.50. On the other hand, location of office does not affect my job productivity, contribution to society impacts my job productivity produced low mean scores which were below the benchmark.

Summary of the Findings

The findings of the study are as follows:

1. Inadequate fund, inadequate facilities, lack of technical know-how manpower, erratic power supply, unstable Internet access, low bandwidth and institutional policies are seen as challenges facing the availability of electronic journals on job productivity of academic staff.

2. Promotion enables academic staff to shift in upward direction in organizational hierarchy to a place of greater responsibility thereby increasing their job productivity.

Discussion of the Findings

Research Objective 1: The challenges facing the availability of electronic journals as factor of job productivity of academic staff in Federal Polytechnics in North-Central, Nigeria?

The findings of the study revealed that the respondents agreed with all the items listed as challenges facing the availability of electronic resources on job productivity of academic staff ranging from inadequate fund, inadequate facilities, lack of technical know-how, erratic power supply, unstable Internet access and low bandwidth with the exception of institutional policies which majority of the respondents do not see as challenge to the availability and use of electronic resources towards the productivity of academic staffs. This is in line with the findings of Megameno-Ndinoshiho (2010) that many electronic resources were substantially under-utilized by undergraduate nursing students at the University of Namibia's Northern Campus with main barriers identified as shortage of computers, unreliable internet connections and lack of skills.

Research Objective 2: The impact of institutional policies on job productivity of academic staff in Federal Polytechnics in North-Central, Nigeria.

The respondents indicated that the institutional policies such as job security, impact their job satisfaction, career advancement, level of responsibility, remuneration, intellectual challenge and supplementary benefits, seasonal allowances influences their job productivity and performance.

However, location of office and contribution to society were rated low by the respondents to impact on their job performance and productivity. This is in line with the findings of Yaya (2019) institutional policies is essential element in management which facilitates work environment where employees derive a sense of accountability and feel motivated to achieve organisational goals along with their career development. Policies are designed to influence and determine all major decisions and actions and all the activities that take place within the boundaries set by them. This further corroborates the findings of Dugguh and Ayaga (2014) opined that an organisation policies administration and procedures can frustrate employee performance if the policies and procedures of an organisation are ambiguous. It is the responsibility of management to provide appropriate opportunities and environments for people at work to satisfy their needs. To ensure the achievement of set goals an organisation needs to create an atmosphere of commitment and cooperation for its employees, through policies that can facilitate employee satisfaction.

Conclusion

The study revealed that the use of electronic information resources support academic staff to complete their jobs without errors and on time, improve their research outputs despite time pressure, complete their work in accordance with the specified standard, supporting them perform their duties efficiently. However, factors such as inadequate fund, inadequate facilities, and lack of technical know-how, erratic power supply, unstable Internet access and low

bandwidth were factors that impede the provision of electronic journals and user satisfaction of academic staff towards their job productivity. With all these, there would not be effective provision of electronic journals and user satisfaction of academic staff towards their job productivity in the selected Federal Polytechnics in North-Central, Nigeria.

Recommendations

Based on the findings of the study, the following recommendations are made:

1. The management of the respective polytechnics in North-Central, Nigeria should increase the acquisition of electronic information resources which have significant influence on academic staff job performance while also initiating regular user orientation programme for the academic staff. This would not only sharpen their user skills but also create awareness on the availability of some library resources in the polytechnic libraries.
2. The polytechnics and management of the libraries in North-Central, Nigeria should formulate and implement institutional policies that are employee driven and recognize the peculiarities of academic staff in terms of their physical and psychological needs.

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